



CITY OF LEOMINSTER

I.T.T.F. COMMITTEE

The City of Leominster is seeking quotes for an I.T. firm that will supply a qualified candidate to act as an I.T. Coordinator/Support staff for the city's network and infrastructure. The successful bidder will supply a single candidate responsible for this position. The city expects this candidate to be on site Tuesdays and Wednesdays from 8:00 AM to 4:00 PM each week allowing for a one hour lunch break from 12:00 PM to 1:00 PM. They would also have to be available for emergency issues that may arise 24 x 7. Currently the city estimates that this would not exceed four or five times per year.

The successful bidder will supply a candidate that will be responsible for working with the city's Information Technology Task Force (i.e. ITTF Committee). The city does not have its own internal I.T. department. The city has an outside vendor that functions as the city's I.T. department that handles all information technology issues. This I.T. Coordinator/ Support Staff position will act as the City's main liaison between the I.T.T.F. Committee and the City's I.T. Vendor, as well as trouble shoot various I.T. Issues for selected City departments. Duties include, but are not limited to, the following:

- 1) Acquiring quotes for equipment purchases.
- 2) Acts as the main point of contact for the City's I.T. Vendor.
- 3) Will work with the City's I.T. Vendor to create specifications for hardware and software needs periodically throughout the year for standardized equipment usage throughout the City.
- 4) Will oversee all projects, pricing and contracts for the City's I.T. needs.
- 5) Will work directly with the City's Purchasing Agent for large scale equipment purchases or bidding of large scale projects.
- 6) Will trouble shoot day to day desktop and printer problems for different departments to determine an in-house correction or to start a service ticket with the I.T. Vendor.
- 7) Trouble shoots server and connection problems and decides if outside vendor involvement is needed.
- 8) Oversees and implements vendor ticketing and follows up on actions taken by vendor to streamline processes moving forward.

- 9) Acts as the city's web page administrator to facilitate repairs or operations with the outside vendor.
- 10) All other I.T. duties and functions as deemed necessary by the I.T.T.F. Committee.

This candidate supplied by the successful bidder will ultimately be responsible for overseeing and coordinating the City's I.T. infrastructure under the direction of the Mayor and I.T.T.F. Committee. The I.T. Coordinator will interact with the City's I.T. vendor on all I.T. projects, upgrades, proposals and future direction of the City's I.T. needs and overall master plan going forward.

The candidate should possess the following skills and knowledge base:

- 1) A Bachelor's degree is preferred but not required.
- 2) Prior experience providing computer support is preferred but not required.
- 3) Familiarity with operating systems such as Microsoft Windows OS (knowledge of Mac OS is a bonus)
- 4) Knowledge of commonly used software such as Microsoft Office, Acrobat Reader, and email client.
- 5) The candidate should have the analytical skills to resolve problems that require the use of basic scientific, mathematical, and technical principals.
- 6) The ability and desire to master new applications and technology on a continual basis.
- 7) Excellent verbal and written communication skills in order to effectively deal with conflicting views or issues and mediate fair solutions between the selected City departments and the I.T. Vendor.
- 8) Must possess good interpersonal and customer service skills.
- 9) Must be able to work with a diverse employee base ranging from skilled I.T. users to novice users. Occasional employee training on multiple software and hardware platforms will be required.
- 10) The candidate must have laptop, desktop, and workstation break fix experience.
- 11) Knowledge of network essentials (TCP/IP).
- 12) It is also desired that the candidate has experience supporting Microsoft Office applications, Microsoft Domain administration-account and server management.

Proposals should include the resume of the candidate responsible for this account and a profile of the vendor's company. Your proposal should include an annual price that will cover all of the responsibilities noted above. All proposals must demonstrate your firm's ability to meet the

above duties, as well as list current and prior work experience that demonstrates the firm's familiarity with the work requirements.

For questions regarding the above work requirements and responsibilities please contact:

William Mitchell, I.T.T.F. Committee Chairman

wmitchell@leominster-ma.gov

Proposal Submission Deadline: Thursday, September 29, 2016 @ 11:00 A.M.

Proposals must be in a sealed envelope submitted to the following:

City of Leominster

City Hall - Purchasing Department

Attn: Greg Chapdelaine, Purchasing Agent

25 West Street

Leominster, MA 01453